Quick Reference Guide: Self-Service Functions (Redirect to MITS)

Steps:

1

To access and initiate self-service functionalities, click the hyperlink listed under the Reg ID or Provider name heading

Note: These functions will need to be accessed by logging into PNM. Direct login through MITS will be disabled on October 1, 2022.

2

Self-Service functionalities include:

- Remittance Advice
- Recipient Eligibility
- Claims
- Prior Authorization
- Cost Reports and Rate Setting
- Hospice
- Payment Innovation Reports

Locate the Manage Application section in the middle of the page.

Click the '+' icon to expand the Self-Service section

3

Clicking hyperlinks for the following options will redirect you to the MITS portal to complete the process:

- Remittance Advice
- Recipient Eligibility
- Claims
- Prior Authorization
- Cost Reports and Rate Setting
- Hospice

Note: Clicking Payment Innovation Reports will redirect you to the HAVEn portal to access those reports
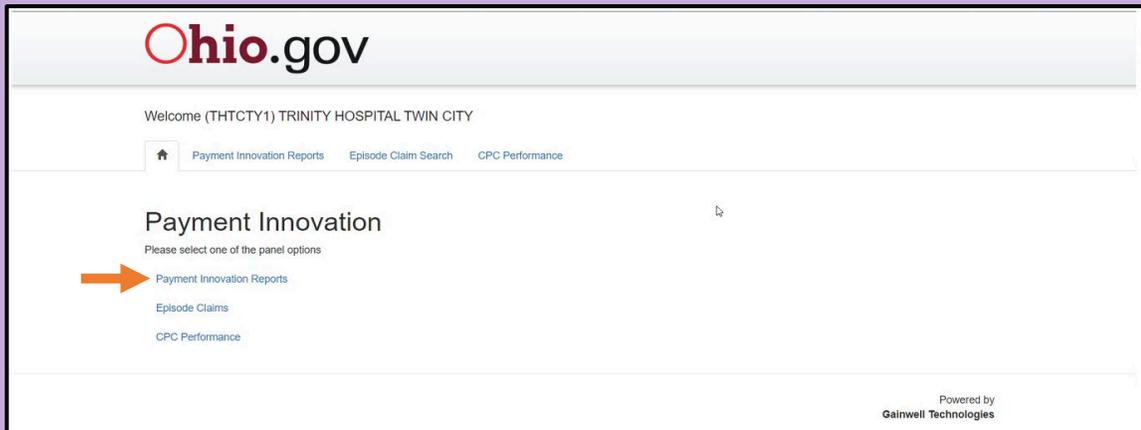
 It is the Provider's responsibility

Steps:

4

For functions that redirect you to MITS, the MITS portal will open, and the options will display at the top of the screen

Complete the processes for Claims, Prior Authorization, Recipient Eligibility, Hospice and Cost Reports in MITS

5

Selecting 'Payment Innovation Reports' from the Self-Service menu directs you to the HAVEn portal where you can access the Payment Innovation Reports by clicking on the hyperlink listed